We're hiring!

Capilano Students' Union

Director, Technical Services
Resource Staff - Job Description

Summary

Job title	Director, Technical Services
Classification	Permanent full-time
Rate of pay	Starts at $27.43 per hour ($25.88 during probation)
Start date	August 1, 2018 (flexible)
Hours of work	70 hours per pay period
Reports to	Executive Director

Under the direction and supervision of the executive director, the technical services director is responsible for the development and maintenance of a technology repair service for members, and for coordinating support, renewal, and maintenance for the organization's technical systems.

Duties

In particular, the technical services director shall perform the following duties:

Membership Services (80%)

- Develop and implement a technology repair and upgrade service for our members, including laptop repairs, mobile phone repairs (such as screen replacements), troubleshooting hardware and software issues, workshops for members, and other technical support as required.
- Act as the first point of frontline contact with members accessing the repair service.
- Coordinate the ordering and maintenance of the service's parts inventory.
- Provide sound advice and training to members on technology-related issues.
- Document all reported technical problems, and any completed maintenance or repair work.
- Coordinate accounts receivable for repair and maintenance services.
- Execute a plan of outreach activities to promote these services to the membership.

Organizational Support (10%)

- Coordinate all of the organization's technical systems.
- Provide technical support for organizational systems to staff and board members.
- Coordinate technology maintenance, upgrade, and replacement activities.
- Provide advice and support to the executive director and board with respect to the development of medium-term and long-term information technology plans, projects, and strategies.

Other Duties (10%)

- Attend and resource board, executive, and committee meetings as assigned.
- Participate in the training and development of board members, executives, and staff.
- Provide supervision and coordination for the work of support staff in their areas of responsibility.
- Work safely, in accordance with the CSU's health and safety policy.
- Protect the personal information of coworkers, students, and the public.
- Perform other duties as directed by the executive director.

Qualifications

- Related post-secondary degree (such as a bachelor of science – information technology, as an example), or an equivalent combination of education, certifications, and/or work experience.
- Minimum of one year repairing computers, mobile devices, and other electronics.
- Advanced knowledge of Windows and Mac OS operating systems is required.
- Personable, professional, and well-organized.
- Ability to work independently, or as part of a team, as needed.
- Excellent written and verbal communication skills.
- Previous customer service experience would be an asset.
- Experiencing working in a non-profit setting (especially student societies) would be an asset.

Why work at the Capilano Students' Union?

We strive to be a diverse workplace. We're working hard to makes sure that our staff team reflects the diversity of our membership, guided by the CSU's equity strategy. Over half of our team members self-identify as women, and visible minorities comprise half of our unionized workforce.

living wage employer
livingwageforfamilies.ca

We are a designated living wage employer.
We provide fair (and competitive) compensation packages for all members of our team, including employees who are students, because we believe that everyone who works deserves to make ends meet.

We take our values really seriously. We think that our values create a fun, dynamic, and challenging work environment – one where no two days are the same, and where our team members look forward to coming to work. If these value statements resonate with you, you should think about joining the team:

We believe in fostering **engagement** on campus, providing opportunities for **fun**, **leadership**, and **community**.	We are a **progressive**, **membership-driven** organization, supporting **social change** at CapU and in our communities.	We are **responsible**, **accountable**, and **accessible**, conducting our affairs with **transparency** and **integrity**.

Interested?

Email us at hiring@csu.bc.ca to apply to join the team!

Please submit your résumé and cover letter, showing clearly how you would be the ideal candidate for this position and meet the qualifications set out above. Please address your correspondence to Christopher Girodat, and include "Search: Director, Technical Services" in the subject header. All applications are due **June 29, 2018**. Interviews are during business hours on **July 4 and 5, 2018**.

The CSU hires on the basis of merit, and is committed to employment equity and achieving team diversity that mirrors our student population. Students with disabilities, Indigenous students, self-identified women, students from visible minorities, and trans and gender diverse candidates are encouraged to self-identify during the application process. Please do not hesitate to reach out to us if you require accommodation to participate fully in our application and selection process. Our employees are represented by CUPE 1004 in a unionized work environment.